

Subject	Regarding	Actual Start	Caller	Contact Person Name(s)	Description	Direction	Participant(s)
NF02 unconfirmed flu	NF02: [REDACTED] (NOT-0258088)	16/03/2020	Sheila McKeivitt	[REDACTED]	[REDACTED] Swabbed for flu all, all recovering well, [REDACTED] with fevers and some Signs and Symptoms, all recovering. [REDACTED] remain with high temps, [REDACTED] off self isolating at home, sawanned for covid 19 no diagnosed yet-SmCk No residents swabbed for covid - 19 yet [REDACTED] will update with email to notify@hiqa.ie. I WILL CALL AGAIN ON WEDNESDAY 18 mARCH 2020 to see how things are in NH. [REDACTED] stated mainly on [REDACTED] but more swabbed and awaiting results all have signs and symptoms. Also [REDACTED] x [REDACTED] [REDACTED] with signs and symptoms. They have all PPEs to protect themselves and more coming in from HSE. [REDACTED] walked out yesterday from kitchen and [REDACTED] from housekeeping due to fear of catching covid 19. Just [REDACTED] confirmed with Covid 19 but up to [REDACTED] self isolating on GPs instructions They have had [REDACTED] transferred into [REDACTED] with Covid 19 and [REDACTED] quite unwell [REDACTED] They have contacted all relatives of residents in [REDACTED] and throughout other units to inform them. Together with the in hse medical officer and the residents GP they are reviewing end of life care pathways with residents and nok. [REDACTED] residents positive [REDACTED] staff running out of long sleeve gowns staff wearing all day in [REDACTED] HSE say cannot get hold of more at moment Dealing with [REDACTED] in HSE. [REDACTED] will know more - I will ring [REDACTED] Swabs GP to order online and then will get told this running out of swabs. [REDACTED] off today. [REDACTED] is now based in [REDACTED] (for Covid 19 outbreak) not going to any other NHs in group. Currently [REDACTED] positive-all [REDACTED] - Now Covid 19 unit. [REDACTED] staff [REDACTED] from [REDACTED] [REDACTED] Unit (ill at home and last worked last Tues) [REDACTED] residents on [REDACTED] a with s and s to date, all well. Resident [REDACTED] swab returned as negative. [REDACTED] off sick as of this am- got agency staff and [REDACTED] staff to cover vacant shifts working on this daily. PPEs ok has supply for next 4 days delivery of more due in on Friday to them. She stated that they have staff off in other centres Self isolating due to contact hence they currently do not have capacity to re-deploy staff but this could change she confirmed they remain negative to covid 19 in all other centre in group. Told her I will call her again tomorrow between 10.30 and 11.00 She is happy with this sounds calm and in control of situation this morning.	Outgoing	[REDACTED]
NF02 - confirmed Covid 19	NF02: [REDACTED] (NOT-0258088)	19/03/2020	Sheila McKeivitt	[REDACTED]	[REDACTED] residents positive [REDACTED] staff running out of long sleeve gowns staff wearing all day in [REDACTED] HSE say cannot get hold of more at moment Dealing with [REDACTED] in HSE. [REDACTED] will know more - I will ring [REDACTED] Swabs GP to order online and then will get told this running out of swabs. [REDACTED] off today. [REDACTED] is now based in [REDACTED] (for Covid 19 outbreak) not going to any other NHs in group. Currently [REDACTED] positive-all [REDACTED] - Now Covid 19 unit. [REDACTED] staff [REDACTED] from [REDACTED] [REDACTED] Unit (ill at home and last worked last Tues) [REDACTED] residents on [REDACTED] a with s and s to date, all well. Resident [REDACTED] swab returned as negative. [REDACTED] off sick as of this am- got agency staff and [REDACTED] staff to cover vacant shifts working on this daily. PPEs ok has supply for next 4 days delivery of more due in on Friday to them. She stated that they have staff off in other centres Self isolating due to contact hence they currently do not have capacity to re-deploy staff but this could change she confirmed they remain negative to covid 19 in all other centre in group. Told her I will call her again tomorrow between 10.30 and 11.00 She is happy with this sounds calm and in control of situation this morning.	Outgoing	[REDACTED]
NF02- Update- Deboran Bra	NF02: [REDACTED] (NOT-0258088)	20/03/2020	Sheila McKeivitt	[REDACTED]	[REDACTED] residents positive [REDACTED] staff running out of long sleeve gowns staff wearing all day in [REDACTED] HSE say cannot get hold of more at moment Dealing with [REDACTED] in HSE. [REDACTED] will know more - I will ring [REDACTED] Swabs GP to order online and then will get told this running out of swabs. [REDACTED] off today. [REDACTED] is now based in [REDACTED] (for Covid 19 outbreak) not going to any other NHs in group. Currently [REDACTED] positive-all [REDACTED] - Now Covid 19 unit. [REDACTED] staff [REDACTED] from [REDACTED] [REDACTED] Unit (ill at home and last worked last Tues) [REDACTED] residents on [REDACTED] a with s and s to date, all well. Resident [REDACTED] swab returned as negative. [REDACTED] off sick as of this am- got agency staff and [REDACTED] staff to cover vacant shifts working on this daily. PPEs ok has supply for next 4 days delivery of more due in on Friday to them. She stated that they have staff off in other centres Self isolating due to contact hence they currently do not have capacity to re-deploy staff but this could change she confirmed they remain negative to covid 19 in all other centre in group. Told her I will call her again tomorrow between 10.30 and 11.00 She is happy with this sounds calm and in control of situation this morning.	Outgoing	[REDACTED]
Update on NF02	NF02: [REDACTED] (NOT-0258088)	23/03/2020	Sheila McKeivitt	[REDACTED]	[REDACTED] residents positive [REDACTED] staff running out of long sleeve gowns staff wearing all day in [REDACTED] HSE say cannot get hold of more at moment Dealing with [REDACTED] in HSE. [REDACTED] will know more - I will ring [REDACTED] Swabs GP to order online and then will get told this running out of swabs. [REDACTED] off today. [REDACTED] is now based in [REDACTED] (for Covid 19 outbreak) not going to any other NHs in group. Currently [REDACTED] positive-all [REDACTED] - Now Covid 19 unit. [REDACTED] staff [REDACTED] from [REDACTED] [REDACTED] Unit (ill at home and last worked last Tues) [REDACTED] residents on [REDACTED] a with s and s to date, all well. Resident [REDACTED] swab returned as negative. [REDACTED] off sick as of this am- got agency staff and [REDACTED] staff to cover vacant shifts working on this daily. PPEs ok has supply for next 4 days delivery of more due in on Friday to them. She stated that they have staff off in other centres Self isolating due to contact hence they currently do not have capacity to re-deploy staff but this could change she confirmed they remain negative to covid 19 in all other centre in group. Told her I will call her again tomorrow between 10.30 and 11.00 She is happy with this sounds calm and in control of situation this morning.	Outgoing	[REDACTED]

Nf02 update	NF02: [REDACTED] (NOT-0258088)	24/03/2020	Sheila McKeivitt	[REDACTED]	<p>[REDACTED] off today. [REDACTED] is now based in [REDACTED] (for Covid 19 outbreak) not going to any other NHs in group. Currently [REDACTED] positive-all on [REDACTED] - Now Covid 19 unit [REDACTED] positive staff [REDACTED] [REDACTED] Unit (ill at home and last worked last Tues, swabbed no result yet). [REDACTED] residents on [REDACTED] with s and s to date, all well. Resident on [REDACTED] swab returned as negative. [REDACTED] off sick as of this am-got agency staff in and [REDACTED] staff to cover vacant shifts working on this daily. PPEs ok has supply for next 4 days delivery of more due in on Friday to them. She stated that they have staff off in other centres Self isolating due to contact hence they currently do not have capacity to re-deploy staff but this could change she confirmed they remain negative to covid 19 in all other centre in group. Told her I will call her again tomorrow between 10.30 and 11.00 She is happy with this sounds calm and in control of situation this morning.</p> <p>Remains [REDACTED] positive to covid-19 all on [REDACTED] [REDACTED] [REDACTED] with temperature, one on [REDACTED] with productive cough and [REDACTED] on [REDACTED] with temp no other signs and symptoms, these [REDACTED] are awaiting to be swabbed [REDACTED] staff positive. [REDACTED] staff deployed to assist this am more staff calling in sick. Some that tested neg returned to work others being retested as have signs and symptoms still.-SMcK Asked to remove staff addresses from data being sent into us-SMcK</p>	Outgoing	[REDACTED]
NF02 UPDATE	NF02: [REDACTED] (NOT-0258088)	24/03/2020	Sheila McKeivitt	Sheila McKeivitt	<p>Spoke with [REDACTED] [REDACTED] a number of seriously ill, dying, they have 3 staff for this unit tonight and need 6 [REDACTED] residents on [REDACTED] are now displaying signs and symptoms - [REDACTED] have been swabbed, they are now treating (as per PH advise) [REDACTED] as a Covid 19 unit. They have transferred one resident with signs and symp from [REDACTED] HSe AND Public Health are aware of escalating situation There in [REDACTED] has gone off symptomatic, they have a locum in today currently doing round with [REDACTED]. [REDACTED] have signs and symptoms. They have more staff off ill increasing daily -no number for today but is above [REDACTED]. She stated they were considering asking relatives to come in and assist with caring for there relatives. Susan: She asked me to report up that they require more PPES and more staff.</p> <p>Spoke with [REDACTED]: They got 80 PPES from [REDACTED] today [REDACTED] [REDACTED] a number of seriously ill, dying, they have sought staff for tonight. [REDACTED] residents on [REDACTED] are now displaying signs and symptoms [REDACTED] have been swabbed, they are now treating (as per PH advise) [REDACTED] as a Covid 19 unit. They have transferred one resident with signs and symp from [REDACTED] into [REDACTED]. [REDACTED] from L [REDACTED] and [REDACTED] have been transferred into hospital.</p>	Outgoing	[REDACTED]
Update on NF02	NF02: [REDACTED] (NOT-0258088)	26/03/2020	Sheila McKeivitt	[REDACTED]		Outgoing	[REDACTED]
Covid 19	NF02: [REDACTED] (NOT-0258088)	26/03/2020	Sheila McKeivitt	[REDACTED]		Outgoing	[REDACTED]

Covid 19	NF02: [REDACTED] (NOT-0258088)	30/03/2020 Sheila McKeivitt [REDACTED]	<p>[REDACTED] positive on [REDACTED] this morning. [REDACTED] - Covid-19 related. [REDACTED]</p> <p>[REDACTED] waiting to be tested, all symptomatic. [REDACTED] y waiting to be tested, all symptomatic, [REDACTED] Plus a further [REDACTED] who have tested positive and have been transferred to hospital [REDACTED] staff off duty. [REDACTED] & [REDACTED] managing the centre at moment. CNM coming over from [REDACTED] (if agrees to same today). Has staff in from HSE and Home agency, has only got one SN from HSE to date. Needs help, Staff nurses, senior nursing staff, some persons to communicate with families and support staff. [REDACTED] is going into meet Simon Harris at 14.30 today.</p>	Outgoing [REDACTED]
NF02 update on Covid-19	NF02: [REDACTED] (NOT-0258088)	01/04/2020 Sheila McKeivitt	<p>[REDACTED] staff on one unit [REDACTED] (tongt one SN from own staff all HCAs are agency staff). All awaiting test results some tested on 21 March and no results yet, some feeling better and want to return to work. [REDACTED] to date in total. [REDACTED] cases in hse all on [REDACTED], plus [REDACTED] in hospital, plus [REDACTED] who were positive. [REDACTED] in [REDACTED] awaiting results all with s and s. [REDACTED] in [REDACTED] with s and s awaiting results. [REDACTED] residents in [REDACTED] all with sand s awaiting results. [REDACTED] unit all waiting results. On Monday they got 200 gowns delivered, using 80 /day. No new delivery despite promised same from [REDACTED] on Monday. [REDACTED] from HSE procurement contacted them yesterday and said they would get it but awaiting a clinical decision on same. She said gerontology consultant in yesterday and wanted them to further segregate residents on [REDACTED], she feels they need infection control expert to go in and view what they are doing. Has not sought this request from PH to date but will ask today. Needs More: PPEs urgently Test results from staff Staff</p>	Outgoing [REDACTED]
NF02 -Call form COO RM to NF02:	[REDACTED] (NOT-0258088)	02/04/2020 [REDACTED] [REDACTED]	<p>received a call from [REDACTED] She said she contacted the virology lab this morning and was informed that the swabs taken on their staff and some of their residents have gone missing and they need to be re-swabbed. The National ambulance service have informed them that they are not coming to a nursing home to swab if there is any more than two residents in that home. They do not have any swabs in the home. They got a delivery of 100 gowns and 1000 gloves and 3 rolls of aprons and 400 masks at 11.00. They are now treating 4 units as positive. [REDACTED] the geriatrician in yesterday [REDACTED] was concerned that the staff were not changing their gowns when going in and out of residents room they are in the same gown. [REDACTED] says they do not have adequate supply even with this delivery. She has not managed to speak with PHOffice yet today.</p>	Outgoing Sheila McKeivitt
Managment of Outbreak	NF02: [REDACTED] (NOT-0258088)	03/04/2020 Ann Wallace [REDACTED]	<p>2/4/2020 Phone call to provider re concerns that were being received form families about the care of residents and the communications to themselves re the outbreak. See closed activities (UROI: [REDACTED]).</p>	Outgoing

Management of current outbreak	NF02: [REDACTED] (NOT-0258088)	03/04/2020 Ann Wallace	[REDACTED]	<p>2/4/2020 Phone call to [REDACTED] to give him the opportunity to nominate another director of the company as RPR whilst [REDACTED] [REDACTED] declined and said that he was working full time from home and was happy to remain as RPR for contact with the regulator. AW raised the concerns that had been received about care in the centre and informed [REDACTED] that the regulator had significant concerns about the care and well being of the residents in the centre. [REDACTED] informed AW that after earlier telephone call from AW he had followed up with [REDACTED] in the centre who had previously investigated two of the issues as complaints with the families concerned. She had also followed up on the third concern this afternoon in relation to the resident not receiving the correct diet and put measures in place to prevent same from recurring. [REDACTED] had also addressed the content and the manner in which staff were communicating with the families so that families received the correct assurances about how the care was being managed in the centre. [REDACTED] confirmed that he had a daily Board Meeting with the other directors of the company which was now an Emergency Response meeting each day. AW asked what actions were agreed at these meetings and was informed that a series of correspondence had been sent to a range of agencies including the HSE and DOH and more recently The Minister of Health outlining the shortfalls in the designated centre and requesting support. [REDACTED] offered to forward correspondence to AW. [REDACTED] confirmed that this afternoon [REDACTED] in an infection control consultant had attended the centre with [REDACTED] from HSE and an infection control nurse. AW requested update report from Provider with action plan from the recommendations. [REDACTED] informed AW that his main concern remained that the centre did not have sufficient staff numbers on the ground to provide safe care for the residents. AW reminded [REDACTED] of provider's responsibility to provide safe care and services for the residents. [REDACTED] confirmed his concern that without more support from the agencies the provider was not able to provide these assurances. [REDACTED] in hospital all tested positive [REDACTED] deaths, [REDACTED] (suspected Covid -19), [REDACTED] (confirmed positive to Covid-19), [REDACTED] dementia related. [REDACTED] residents very sick, very weak this morning [REDACTED] Swabs- Last person swabbed on 31/03/2020, Has not coming to NH to swab residents, have no viral swabs (ordered none arrived. If got viral swbas could swab residents themselves. Staff- [REDACTED] and [REDACTED] all back today starting to come back. [REDACTED] and no sign of returning anytime soon. Not sure of exact nos off today covered by HSE and agency staff. PPEs- [REDACTED] sending 80/day, not enough need 1000/day as per [REDACTED] (consultant in last wk). Oxygen- have supply. Medial Support- Locum coming this today and consultant [REDACTED] from [REDACTED]. End of life directives being discussed with relatives, finding this difficult in unit with disability residents- consultant said its a weeks work in itself. Need; PPEs- larger daily supply Viral swabs Staff- continue to need same. Will call back this afternoon.</p>	Outgoing [REDACTED]
Covid-19 Update	NF02: [REDACTED] (NOT-0258088)	06/04/2020 Sheila McKevitt	Sheila McKevitt		Outgoing [REDACTED]

Covid 19 Update	NF02: [REDACTED] (NOT-0258088)	09/04/2020 Sheila McKeivitt		<p>Rang spoke with [REDACTED]. Confirmed got her update sent in yesterday evening. [REDACTED] in charge in centre today with [REDACTED]. Poor line but said staff starting to come back on duty. They have a no. of sick pts and another death last night. [REDACTED] further staff with suspected COvid and [REDACTED] tested positive. OK for PPES. Informed her we are in at weekend if they need to email in to dcop@hiqa.ie and someone will get back to them.</p> <p>Rang spoke to [REDACTED] back today first day back post [REDACTED] in 3 weeks, plus ? one not reported in yet she will check. She is covering days with [REDACTED] working opposite her. [REDACTED] on Night duty. [REDACTED] staff off tested positive others off suspected not sure of no. yet, - some coming back on duty and due to no. of deaths the need for additional staff has reduced reduction on use of agency staff. In 10 days majority of staff should be back on duty. [REDACTED] unwell on [REDACTED] [REDACTED] [REDACTED] [REDACTED] - all seriously ill/end of life Enough PPES good supply. Enough Oxygen, but have been informed not to prescribe oxygen to those who are end of life/ palliative care as supply is not available. [REDACTED] [REDACTED] [REDACTED] She says it is calm there today, but very sad and shocking to watch so many die. I informed her we are available via dcop@hiqa.ie over weekend if they need us. -SMcK</p> <p>Telephone call to [REDACTED] No answer so left message re query and requested a return call this morning. AW</p>	Outgoing [REDACTED]
Covid 19 Update	NF02: [REDACTED] (NOT-0258088)	09/04/2020 Sheila McKeivitt	[REDACTED]		Outgoing
Absence of PIC in [REDACTED]	NF02: [REDACTED] (NOT-0258088)	09/04/2020 Ann Wallace	[REDACTED]		Outgoing

13/04/20 Left voice message to [REDACTED] mobile this am and received a call back at 10.30. [REDACTED]

[REDACTED]

[REDACTED] In respect of the centre the outbreak has now spread to 5 [REDACTED] they have [REDACTED] suspected cases, as this is for mobile residents with dementia. In total they have had [REDACTED] deaths across the centre ([REDACTED] Staffing- They are still relying on agency and HSE staff but the situation on staffing is now improving as some of the staff are returning after self-isolation. Most of The [REDACTED] (1st unit affected) are now returning and they are placing them in the units worst affected now – which [REDACTED] HSE staff are supplied via the agency [REDACTED] as per advice from HSE liaison on staffing- and they are the same staff used in the centre. [REDACTED]

[REDACTED] before moving on to other centres within the group that are now starting to have outbreaks. PPE- they have had sufficient- however yesterday's drop off was not delivered, perhaps because it was

follow up on centre [REDACTED]

13/04/2020 Manuela Cristea [REDACTED]

Outgoing [REDACTED]

Covid 19 update	NF02: [REDACTED] (NOT-0258088)	15/04/2020 Sheila McKeivitt	<p>Spoke with [REDACTED] off site to another NH in group with outbreak not sure which one. Welcomed [REDACTED] back. [REDACTED] and GP back after testing positive and both being off for over 2 weeks off sick [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] deaths, [REDACTED] others with s and s. Have a 24 hr supply of PPEs- not 3 day supply, have oxygen 9 concentrators enough, yes confirmed have enough to prescribe for end of life and doing same. Have access to swabs, [REDACTED] has agreed to swab and return results within 24 hrs but want there swabs used to swab residents and not yet sent supply [REDACTED] to follow up this am. Spoke with Dr in hse [REDACTED] at his request -he wants it highlighted that he has found, post [REDACTED] deaths in centre, some residents were just lethargic and died within 12-24hrs, no other sypmtoms- this needs to be highlighted, Older persons are not displaying typical symptoms. If there is any change in an older persons condition they he feels should be swabbed. He has had a number that were drowsy one day and dead within 24 hrs no other symptoms and one who collapsed and on [REDACTED] tested positive but had displayed no symptoms. What they want highlighted: Guidelines for staff returning form work post having tested positive to Covid 19- Do they need to wear protective wear. PPEs- need increased supply using 600/day only getting 24 hr supply and would like to have a 3day supply to ensure staff are protected. Guidelines for Symptoms- Needs to be updated, as per in hse Dr post [REDACTED] deaths in centre, some residents were just lethargic and died within 12-24hrs, no other sypmtoms- this needs to be highlighted, Older persons are not displaying typical symptoms if any change in condition he feels they should be swabbed. Contact tracing- incorrect information being given eg staff tested 3 weeks ago now back at [REDACTED]</p> <p>Spoke with [REDACTED] positive residents. [REDACTED] all residents have been tested and all staff got appts to be tsteed In news papaers today. In touch with all families [REDACTED] tested no symptoms [REDACTED] of wish have come back positive [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] Will send in [REDACTED]</p> <p>updated figures on form today [REDACTED]</p> <p>Nos will send in [REDACTED] extra w/c left it to [REDACTED] will discuss with him to day-SMcK Staff coming back [REDACTED] 19 this am. [REDACTED] Geriatrician [REDACTED]</p> <p>[REDACTED] recommended all covid 19 residents put on anticoagulant no residents unwell [REDACTED] t/f to hosp PE diagnosed Pt flow in [REDACTED] t called them want to admit post Covid residents, GL re same into a centre with Covid outbreak need updated GL re- same. [REDACTED]</p>	Outgoing [REDACTED]
Covide Update for take actio	NF02: [REDACTED] (NOT-0258088)	23/04/2020 Sheila McKeivitt	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] Will send in [REDACTED]</p> <p>updated figures on form today [REDACTED]</p> <p>Nos will send in [REDACTED] extra w/c left it to [REDACTED] will discuss with him to day-SMcK Staff coming back [REDACTED] 19 this am. [REDACTED] Geriatrician [REDACTED]</p> <p>[REDACTED] recommended all covid 19 residents put on anticoagulant no residents unwell [REDACTED] t/f to hosp PE diagnosed Pt flow in [REDACTED] t called them want to admit post Covid residents, GL re same into a centre with Covid outbreak need updated GL re- same. [REDACTED]</p>	Outgoing [REDACTED]
Coviv 19 - update	NF02: [REDACTED] (NOT-0258088)	30/04/2020 Sheila McKeivitt [REDACTED]	<p>[REDACTED]</p>	Outgoing [REDACTED]